

POLICE RECORDS SUPERVISOR

DEFINITION

Under general direction supervises the activities of the Records Unit including the information processing, recordkeeping and maintenance of records; and performs related duties as required.

SUPERVISION RECEIVED AND EXERCISED

General direction is provided by the Administration Director. The Police Records Supervisor supervises all levels of Police Records Clerks and assigned personnel.

ESSENTIAL DUTIES— Duties may include, but are not limited to, the following:

1. Develops and maintains procedural manuals and training programs for Records Unit personnel; explores alternative program modifications and enhancements as necessary.
2. Assists in the development and implementation of goals, objectives, policies and procedures involving Records Unit and Front Office operations.
3. Supervises the processing of police reports, records, subpoenas, civil orders and warrants; oversees the false alarm program; assures compliance with state and local mandates.
4. Supervises, trains and monitors the work of assigned personnel, evaluates performances and recommends disciplinary action.
5. Identifies and resolves work problems; interprets departmental policies.
6. Assists in the preparation and administration of the Administration Division budget.
7. Serves as a liaison with other divisions and units throughout the department.
8. Establishes and maintains harmonious customer relations by providing responsive service related to public request for information and other inquires.

9. Applies appropriate codes, Public Records Act statutes and Penal Code sections related to the maintenance and release of information.
10. Responds to emergencies that may arise during 24-hour shift operation.

QUALIFICATIONS

Knowledge, Ability and Skills

- A. Knowledge of supervisory principals and practices.
- B. Knowledge of Police Department procedures, functions and reporting relationships.
- C. Knowledge of operation and procedures of law enforcement offices.
- D. Knowledge of automated records system.
- E. Knowledge of pertinent codes, public records acts and Penal Code.
- F. Ability to plan, organize and supervise the work of others and to develop staff through formal and informal training sessions and materials.
- G. Ability to communicate effectively at all levels with the public, department and city staff.
- H. Ability to establish and keep working relationships at all levels.
- I. Ability to interpret and develop policies and procedures.
- J. Ability to carry forward several projects simultaneously, set priorities and makes sound decisions as circumstances require.
- K. Ability to prepare and monitor a budget.

EXPERIENCE AND TRAINING

Any combination of experience and training that would likely provide the required knowledge and ability is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience: Three years of increasingly responsible public safety experience in providing customer service and processing police records. Experience in developing training programs, supervising and evaluating personnel is highly desirable.

Education: Equivalent to completion of the twelfth grade supplemented by college level course work in supervision/management and general business. Education equivalent to an Associate of Arts degree in Administration of Justice, Business or Public Administration is highly desirable.

PROBATIONARY PERIOD: One Year

751CS98

November 1998

APP GROUP: 15

FPPC STATUS: Non-Designated

FLSA STATUS: Exempt

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